

Job Description

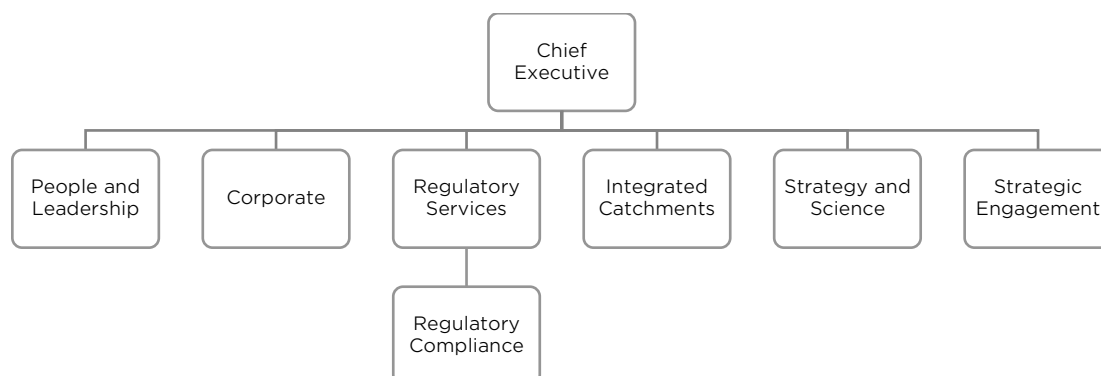


Job title	Compliance Officer
Group	Regulatory Services
Section	Regulatory Compliance
Responsible to	Compliance Team Leader
Responsibility for employees	None
Date	July 2025

Our organisation

About us	Toi Moana Bay of Plenty Regional Council's work guides and supports the sustainable development of the Bay of Plenty. We are responsible for land, air and water, as well as public transport and economic development. We want to make sure our region grows and develops in a way that keeps its values safe for future generations.
Our vision	Our vision of "Thriving together - mō te taiao, mō ngā tangata" means we want to ensure that both the environment and the people in the region thrive. Looking after the environment is at the heart of what we do.
Our values	Our values reflect who we are and what is important to us: Trust, Integrity, Courage, Manaakitanga, Kotahitanga, Whanaungatanga (<i>see attached</i>).
Our leadership model	Te Pae Rangatira, means 'The Model of Leadership'. In Māori, it is said a Rangatira (Leader) is one who is able to raranga (weave) their tira (group of people) together. Leadership at Toi Moana is guided by four pou whirinaki (pillars of guidance), these are: Care, Collaborate, Navigate and Balance (<i>see attached</i>).
Our community outcomes	Our community outcomes describe what we're working towards achieving for the Bay of Plenty: He taiao ora - a healthy environment, He hāpori mata-hī awatea - future ready communities, Ngā hāpori e honoa ana, e whakamanatia ana hoki - Connected and enabled communities, He whanaketanga mauri tū roa - Sustainable development, Te Ara Poutama - The Pursuit of Excellence. Directly or indirectly, your work will feed into helping us achieve one or more of these outcomes.
Partnerships with Māori and Te Tiriti o Waitangi	The Treaty principles and the partnership upon which it is founded are an established part of our local government framework. As Treaty partners, Māori hold a unique role in shaping and contributing to regional leadership and direction. It is the collective responsibility of Toi Moana staff to uphold the principles and spirit of the Treaty.

Our team



Job purpose

Toi Moana Bay of Plenty Regional Council (BOPRC) is committed to its' vision of thriving together through the delivery of strong community outcomes. It is our people and their commitment to first class leadership and high performing teams which will ensure this delivery.

This job exists to implement the Regulatory Compliance Programme, which has four components – National Environmental Standards; resource consent and regional plan compliance monitoring and enforcement; proactive regulatory compliance; and contaminated land and waste management.

Compliance Officers advocate, monitor and enforce to achieve compliance with the Resource Management Act (1991), Regional Plans and Bylaws. This includes engagement with internal and external stakeholders, raising public and industry awareness of council roles and responsibilities by providing specialist and up-to-date advice based on sound knowledge of best practice and in line with constantly evolving legislative, policy, planning documents and frameworks.

Functional relationships

External	Purpose and frequency of contact	
• Consultants and contractors	• Gaining cooperation, advising, liaising, resolving conflicts,	Daily
• Technical or legal professionals	• Clarifying and understanding	Weekly
• General Public	• Communicate, gaining cooperation, advising, liaising, resolving conflicts	Daily
• Industry groups	• Gaining cooperation, advising, liaising, resolving conflicts,	Occasionally
• Resource management agencies	• Communicate, gaining cooperation, advising, liaising,	Occasionally
• Research institutes	• Clarifying and understanding	Occasionally

<ul style="list-style-type: none"> • Iwi and other community groups 	<ul style="list-style-type: none"> • Clarifying and understanding, advising, liaising. 	Weekly
<ul style="list-style-type: none"> • Environment Court 	<ul style="list-style-type: none"> • Clarifying 	Occasionally
<ul style="list-style-type: none"> • Local Authorities 	<ul style="list-style-type: none"> • Communicate, gaining cooperation, advising, liaising, 	Daily
<ul style="list-style-type: none"> • Consent applicants 	<ul style="list-style-type: none"> • Communicate, gaining cooperation, advising, liaising, 	Occasionally
<ul style="list-style-type: none"> • Submitters 	<ul style="list-style-type: none"> • Communicate, gaining cooperation, advising, liaising, 	Occasionally

Internal	Purpose and frequency of contact	
<ul style="list-style-type: none"> • Staff at all levels 	<ul style="list-style-type: none"> • Collaboration, communicate, gaining cooperation, advising, liaising, 	Daily
<ul style="list-style-type: none"> • Councillors 	<ul style="list-style-type: none"> • Providing information and responding to queries 	Occasionally
<ul style="list-style-type: none"> • Specialist technical planning and/or scientific staff 	<ul style="list-style-type: none"> • Liaising, collaboration, advising 	Occasionally

Key result areas

The job encompasses the following major functions or key result areas:

- Operational management
- Relationship management
- Corporate contribution

Key accountabilities

The requirements in the above key result areas are broadly identified below:

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
1. Operational management	
<ul style="list-style-type: none"> • Promotes, monitors and investigates compliance with the Resource Management Act, 1991 and associated regulations. • Effectively implements the objectives, policies and rules of Council's Regional Plans and Bylaws. • Participates in the 24 hour incident response service. • Investigates and records environmental complaints. • Implements monitoring programmes. 	<ul style="list-style-type: none"> • Work is conducted efficiently and effectively, and complies with internal policy. • Council fulfils its responsibilities under the Resource Management Act 1991 and other relevant legislation and regional plans and Bylaws. • Incident and compliance data bases and other section records are accurate and up-to-date. • RMA 1991 tools are appropriately applied.

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
<ul style="list-style-type: none"> • Provides specialist advice and reports on pollution, resource use, waste management, toxic and hazardous substances and contaminated land, including (but not confined to): • Consent application processing • Preparation and review of policy statements and plans • Monitoring and reporting of the state of the environment • Other local authorities • Contributes to section programmes and planning as required. • Provides information and investigates opportunities to educate people on the sustainable use of natural resources and regulatory compliance. • Promotes public awareness of Council's responsibilities. • Manages and co-ordinates chemical or oil spill clean-up. • Undertakes any other relevant duties as directed by the Compliance Team Leader or Compliance Manager. 	<ul style="list-style-type: none"> • Effective cost-recovery for compliance monitoring and investigations in accordance with the Charging Policy. • The Delegations Manual is understood and complied with. • Reports and specialist advice are accurate, timely and provided to a high standard. • Enforcement action is undertaken in a timely manner and at a level that is appropriate to the offence. • Any additional duties are completed to appropriate standards.
2. Relationship management	
<ul style="list-style-type: none"> • Establish and maintain close working relationships with internal and external contacts including Local Authorities, ratepayers, landowners, suppliers, consultants, and contractors. • Ensure that all customers receive excellent customer service for enquiries. • Act as a representative to Council at appropriate local government conferences and seminars and other events held within the region and at a national level. • Liaise with central government agencies with regards to national standards and relevant guidelines. 	<ul style="list-style-type: none"> • Effective, professional relationships and partnerships are developed and maintained with internal and external contacts. • Professional image is conveyed in public forums. • Queries are dealt with in a timely, professional and courteous manner. • Effective in advancing regional council priorities.
3. Corporate contribution	
<ul style="list-style-type: none"> • Promote the Vision, Values, and Leadership Model. • Demonstrate an understanding of the Treaty of Waitangi principles and application to Toi Moana. • Recognise individual responsibility for Workplace Health, Safety and Wellbeing under the Health and Safety at Work Act 2015. 	<ul style="list-style-type: none"> • Responsibilities are completed, meeting specified standards and within agreed timeframes. • Treaty of Waitangi principles are known and demonstrated. • Hazards are identified and all incidents and accidents are reported. • Participation in wellness programmes, such as training and health monitoring.

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
<ul style="list-style-type: none">• Meet the statutory responsibilities detailed in the Information Management Policy and Procedures standard.• Meet Bay of Plenty Regional Council's statutory responsibilities for civil defence and emergency management (CDEM).• Maintain professional development.	<ul style="list-style-type: none">• Council records are created and maintained in information systems, meeting specified information management standards.• Participation in CDEM training and assist with civil defence emergencies, as part of BOPRC's responsibilities.• Appropriate training and development is undertaken as agreed.

Delegations

Delegations as set out in the Chief Executives Delegations Manual.

Freedom to act

Guidelines and support available to assist the jobholder to make decisions e.g. policy documents, standard procedures, reference to team leader or senior employees. If jobholder can make decisions without approval from anyone else, please note that authority.

- Colleagues, contacts from external organisations including other regional and local councils and central or local government.
- Internal specialists and technicians.
- External consultants, specialists and contacts from private industry.
- Delegations Manual.
- Consents, complaints and compliance databases.
- Bay of Plenty Regional Water and Land Plan, Regional Air Plan, Regional Coastal Plan, On-site Effluent Treatment Plan, Regional Plan for Tarawera River Catchment, Regional River Gravel Management Plan, Tier 2 Regional Oil Spill Response Plan, Civil Defence Emergency Management Plans.
- Various industry and/or council guidelines including Erosion and Sediment Control Guidelines, Hydrological Guidelines, Forestry Guidelines, Dairy Guidelines, Stormwater Guidelines.
- Various environmental protection guidelines such as the National Environmental Standard for Plantation Forest, Contaminated Land, ANZECC Water Quality Guidelines, Hazardous Substances and New Organisms legislation and site safety procedures, Canadian Industrial Soils Guidelines, National Water Quality Standards for Contact Recreation, various site specific safety plans and health and safety procedures, guidelines for the prevention of the spread of the PSA virus.

Work complexity

- Most challenging duties typically undertaken:
- Maintaining a high level of professional awareness with regard to environmental policies, trends and natural and physical resource issues.
- Regularly required to handle complex face-to-face confrontational situations.
- Readily available to respond to incidents beyond normal working hours.

- Identifying and managing hazardous substances and sites.
- Providing leadership, co-ordination and assistance for major incidents.
- Expected to carry out a diverse range of duties and have a broad knowledge of council responsibilities.

Other aspects

Compliance Officers are field staff constantly working outdoors and on a highly mobile and responsive basis. When on call after-hours officers work autonomously from normal office and managerial supports and may be called upon to make instant decisions or provide advice on the spot based on the circumstances prevailing at the time. Officers must be resourceful and practical and be able to confidently take charge in a crisis situation. For this reason all Compliance Officers are fully trained and in incident response and workplace First Aid. Staff must also autonomously manage their day-to-day workloads to achieve compliance monitoring schedules. This requires the constant assessment and re-prioritisation of workloads in response to competing work demands and pressures.

Person specification

Minimum academic qualifications required:	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none">• Bachelor of Science, Environment or equivalent level and/or experience or relevant tertiary qualification with appropriate experience• A valid driver's licence required*¹ (manual and automatic vehicles)	<ul style="list-style-type: none">• Working knowledge of RMA• Conflict resolution experience• Monitoring and sample collection

Knowledge / experience (indicate years of experience required as appropriate)	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none">• Excellent communication skills• Minimum of three years' relevant post-qualification experience involving a range of environmental issues	<ul style="list-style-type: none">• Minimum six months experience regulatory complaint response

Key skills / job specific competencies

The following indicates what would typically be expected for this role at a competent level:

Advanced knowledge	<p>In addition to in-depth knowledge of the most relevant legislation, rules, plans and policies, compliance staff are required to possess a range of practical and/or technical knowledge, skills and experience. Some examples include:</p> <ul style="list-style-type: none">• Ability to review a range of scientific, engineering and other technical reports from industry and consultants.
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¹ Driving record free of driving suspensions or convictions (excluding demerit points and infringement fees). Requirement for valid Driver's Licence may be waived if applicant has a driving-related disability.

	<ul style="list-style-type: none">• Sound knowledge of rural activities including forestry, earthworks, dairying and horticultural industries.• Sound knowledge of industrial sites and processes e.g. pulp and paper, agrichemical, port activities, geothermal stations etc.• Ability to use specialist monitoring and analytical equipment.• Competent in First Aid and a range of role-specific health and safety training and procedures.
Working knowledge	<ul style="list-style-type: none">• Natural and physical environmental resources.• Resource Management Act, 1991 and other associated policy and legislation.• Computers and software.• Rural environment and industry.• Tikanga Māori.
Awareness	<ul style="list-style-type: none">• Community, cultural and political awareness.

Personal attributes / key behaviours

- Sound judgement and initiative
- Tact and diplomacy
- Ability to negotiate effectively and resolve conflicts
- A commitment to customer service and excellent communication and listening skills
- Ability to make presentations and write reports
- Problem solving skills
- Time management skills
- Leadership skills
- Ability to work independently and as part of a team
- Commitment to safe working practices
- Empathy.

Other requirements

- May require frequent travel within or outside Bay of Plenty region
- Undertake fieldwork and site inspections, which may include hazardous sites, high risk sites and/or remote locations
- May occasionally be required to manage projects and ensure the quality and timeliness of outputs
- Regularly required to be on Council's after-hours call-out roster and to respond to environmental complaints
- A reasonable level of fitness required for conducting site inspections and collecting samples
- Four wheel drive skills
- First aid skills
- Occasionally supervise casual staff or students.

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning.

Approved:

Manager

Date

Discussed with job holder:

Employee

Date

Our Vision

Thriving together - mō te taiao, mō ngā tāngata

mō te taiao, mō ngā tāngata translates to "for the environment, for the people"

Our Values

A tatou haerenga – our journey

Our values reflect who we are and what is important to us.

Te Pumanawa 'the beating heart of the organisation'.

Our organisational values have been woven together following input from staff across the organisation, now it's up to each of us to bring these values to life in the work that we do every day.

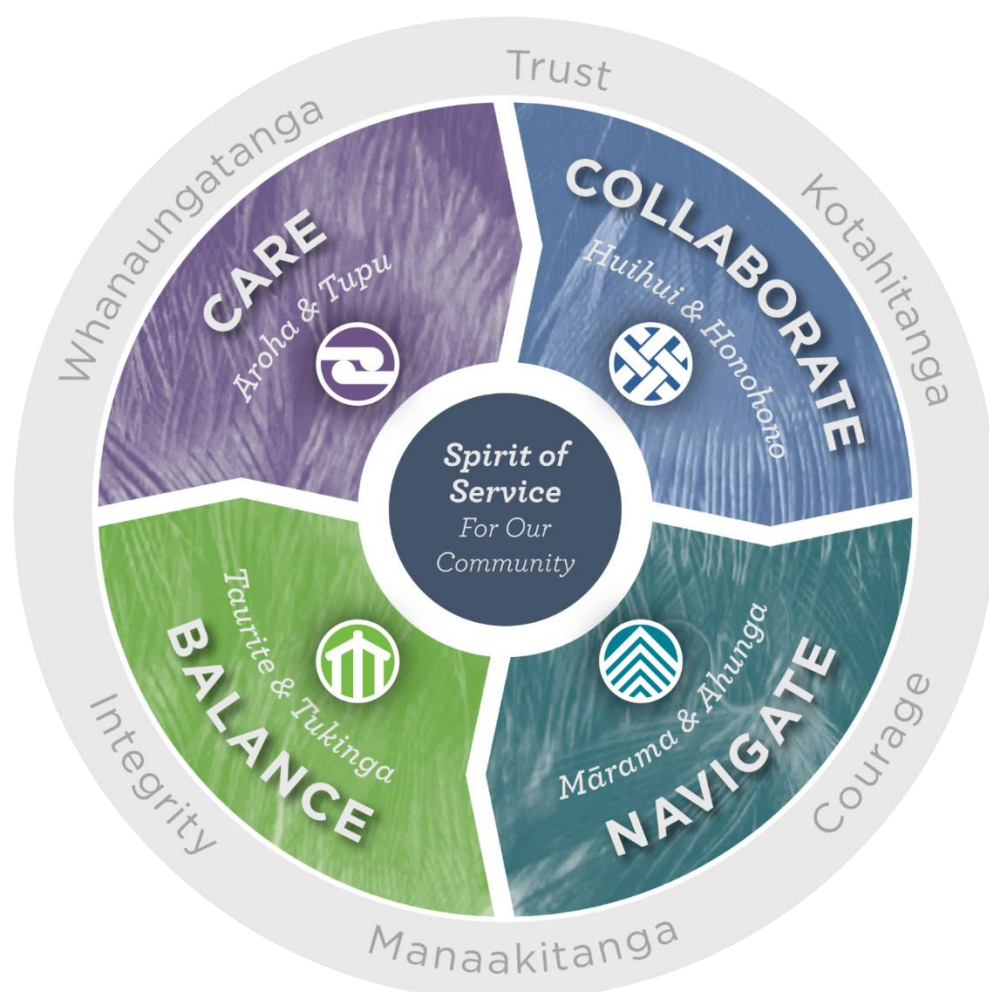
TRUST	INTEGRITY	COURAGE
We trust each other and work to build trust	We do what we say we will do We act with purpose to achieve results	We act boldly to lead and do the right thing for our region
MANAAKITANGA	KOTAHITANGA	WHANAUNGATANGA
<p>Mana</p> <ul style="list-style-type: none">LeadershipHaving strength and courageBeing a positive influenceBeing proud and courageousProfessionalism <p>Manaakitanga</p> <ul style="list-style-type: none">Trust and respectReciprocity (sharing)Nurture/support <p>Mana has many meanings such as integrity, charisma and prestige.</p> <p>Manaaki means 'to nurture and support and help each other grow'. When you add the 'tanga' the word is enhanced.</p>	<ul style="list-style-type: none">UnityStrong emphasis on collaborationBeing inclusiveNurturing a positive team spiritSense of ownership <p>Kotahi means 'as one'. Adding the 'tanga' accentuates the word, giving it a wider meaning, bringing us together – 'strength in unity'.</p>	<ul style="list-style-type: none">Strong focus on relationships.Having fun and being happySocialising, including the importance of friendsSupporting each other <p>Whānau means family. Adding the 'tanga' extends the word to a wider whānau context. It has a very strong focus on relationship within the organisation.</p>

Te Pae Rangatira

Our Leadership Model

In Māori, it is said a Rangatira (Leader) is one who is able to raranga (weave) their tira (group of people) together. Our model, known as Te Pae Rangatira, means 'The Model of Leadership'.

At Toi Moana, we believe that to achieve great outcomes for our community we must enable our people to thrive together - connected and consistent leadership is a key success factor. Our leadership model has been co-designed with our people to create a shared understanding of what great leadership looks like at Toi Moana.



He aha te rangatira? Who is a leader at Toi Moana?

Everyone at Toi Moana has the opportunity to display leadership qualities.

Whether you're in a people leader role, working with our community, or supporting your colleagues, Te Pae Rangatira defines the capabilities that support us all to raranga (weave) a tira (group of people) together to enable great outcomes.

Ngā Pou Whirinaki The Pillars of Guidance



CARE

Aroha & Tupu

Love & Growth

Ka manaaki tātou i a tātou ki te aroha, ki te manawaroa, kia tupu, kia rea.

We care for ourselves and others with empathy, resilience and growth mind-sets.

Whakaaronui

Empathise

Whakawhanake i a koe ake

Develop self

Kia kaha, haere tonu

Embrace resilience

Kia tupu te whakaaro

Have a growth mind-set

Āwhinatia ngā tāngata kē

Enable others



COLLABORATE

Huihui & Honohono

Come Together & Connect

Ka whakakotahi tātou i a tātou, kia hono ai wō tātou rourou, e ora ai te iwi.

We are curious, connected and inclusive of all.

Mahi tahi

Work as one

Whakakotahi

Be inclusive

Whakawātea

Create safe spaces

Kia tupu te pā harakeke

Grow relationships and networks

Whāia tā te rōpū e whai ana

Facilitate shared goals



NAVIGATE

Mārama & Ahunga

Understanding & Direction

Ka arahi tātou i a tātou, kia mārama ai ki ngā āhuatanga hai arotau mā tātou, e ahu whakamua ai tātou.

We are clear on our purpose, adaptable and navigate the way forward.

Kia Mārama

Create clarity of purpose

Aro whānui

Scan the horizon

Āta whai

Zoom out and in

Kia āhua rerekē

Be adaptable

Kia whai whakaaro ki te ao tōrangapū

Have political perspective



BALANCE

Taurite & Tuinga

Balance & Impact

Ka whakarite tātou i a tātou, kia taurite ai ngā mahi, mo te tuinga nui tonu.

We balance what we do, how we do it and when we do it for maximum impact.

Whāia ngā hua

Focus on outcomes

Āta whakariterite

Plan and organise

Āta whakaraupapa, ka whai rauemi

Prioritise and resource

Āta whakatau

Make decisions

Mo te tuinga nui tonu

Deliver for success